Interview Summary

1.   A proposed amendment was submitted for applicant's consideration. Examiner suggested the Applicant to amend claims as shown in the Examiner's Amendment below in order to place the application in condition for allowance.

Examiner's Amendment

2.   An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

3.   Authorization for this Examiner's Amendment was given in a telephone interview with the Applicant's Representative, Ms. Yenyun Fu (Reg. No. 59,141), on December 18th, 2008.

4.   Please amend claims 35, 52 and cancel claims 50 and 55 as below:

Claim 35. (Currently Amended) A system, comprising:

a voice portal for receiving a call from a caller, where the call includes identifying information;

a recognition server for identifying a first voice character using the identifying information;

wherein the voice portal further facilitates audible interaction with the caller using the first voice character;

wherein the recognition server, through interaction with the caller via the voice portal, automatically detects caller behavior indicative of a situation where caller experience would improve upon an adjustment to the first voice character;

an execution engine for identifying a second voice character using the detected caller behavior;

wherein the voice portal facilitates changes from the first voice character to the second voice character; and

a text to speech server for audibly interacting with the caller using the second voice character;

wherein[[,]] the recognition server[[,]] permits the caller to select a third voice character;

wherein[[,]] **the** selection of the third voice character comprises the caller selecting background music **and controlling the verbosity of prompts**;

wherein[[,]] the execution engine applies the third voice character when further audibly interacting with the caller.

Claim 50. (Canceled)

Claim 52. (Currently Amended) A method, comprising:

receiving a call from a caller, where the call includes identifying information for identifying a locale and determining a type of communication device used by the caller;

identifying a first voice character using the locale and the type of communication device used by the caller determined by the identifying information;

providing audible prompts to the caller in a speech pattern using the first voice character;

detecting a speaking voice associated with the caller;

determining actions of the caller;

identifying a second voice character using the detected speaking voice associated with the caller and the determined actions of the caller;

through interacting with the caller via the voice portal interaction, automatically detecting caller behavior indicative of a situation where caller experience would improve upon an adjustment to the second voice character;

adjusting the second voice character in response to detecting such caller behavior;

providing further audible prompts to the caller in a speech pattern using the second voice character;

permitting the caller to select a third voice character;

wherein[[,]] the selecting the third voice character comprises the caller controlling the verbosity of prompts **and selecting the background music**; **and**

applying the third voice character when further audibly interacting with the caller.

Claim 55. (Canceled)

5.   Claims 26-31, 35-42 and 52-54 are allowed.

6.   Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should clearly labeled "Comments on Examiner's Amendment".

7.   Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quang N. Nguyen whose telephone number is (571) 272-3886.

       If attempts to reach the examiner by telephone are unsuccessful, the examiner's SPE, Rupal Dharia, can be reached at (571) 272-3880. The fax phone number for the organization is (571) 273-8300.

       Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR.

Status information for unpublished applications is available through Private PAIR only.

For more information about the PAIR system, see http://pair-direct.uspto.gov. Should

you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a

USPTO Customer Service Representative or access to the automated information

system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Quang N. Nguyen/
Primary Examiner, Art Unit 2441